

## Specific Issues that are Not Handled by Get It Done



- **Street Paving** – View Streets SD ([streets.sandiego.gov](http://streets.sandiego.gov)) to identify upcoming Concrete, Overlay and Slurry projects. Get It Done is for minor asphalt repairs only.
- **Street Flooded** - If you see a street flooded, report it immediately by calling 619-515-3525 and select Option 1.
- **Sewer Spills** - If you see, smell or suspect a spill, report it immediately by calling 619-515-3525 and select Option 2.
- **Non-Emergency Highway Issues** – Contact Caltrans for non-emergency highway issues such as graffiti on highway signs or litter on roadway shoulders by calling 619-688-6670.



## Who to Contact; 9-1-1, Police, Get It Done?



**Police Emergency** - Life threatening emergency or crime in progress:  
[sandiego.gov/police/services/emergencies](http://sandiego.gov/police/services/emergencies)



**Police Non-Emergency** - Time sensitive, police matters (Ex: noisy parties, speeding cars, etc.); Dial 619-531-2000  
[sandiego.gov/police/services/nonemergencies](http://sandiego.gov/police/services/nonemergencies)



**Get It Done** - Other non-emergency City services (Ex: potholes, 72 hour vehicle violation, missed trash pick-up, passport appointment, etc.): [sandiego.gov/get-it-done](http://sandiego.gov/get-it-done) or download the mobile App *San Diego Get It Done*



The City of



[sandiego.gov/get-it-done](http://sandiego.gov/get-it-done)

Printed on recycled paper

This information is available in alternative formats upon request.

[01-2019]



[sandiego.gov/get-it-done](http://sandiego.gov/get-it-done)

## When to Use Get It Done

**Get It Done** can be used to report problems related to City assets, making appointments for Passport services or to schedule time at the City's Household Hazardous Waste Materials drop-off facility. Do not use Get It Done for reporting emergencies or other time-sensitive issues. **It can take up to 48 hours to review your report or request for appointment.**

## How to Make Efficient and Effective Reports

- **List only one (1) issue per report** - Issues may go to different departments within the City to get resolved. It is best to submit reports separately.
- **Include a photo if possible.** When taking a photo, include the surrounding area to help City workers locate the issue.
- **Select the item that most fits your issue.** Selecting the appropriate item from the Get It Done menu of options assists with routing reports to the correct department for resolution.



## List of Get It Done Services

Each of the Get It Done services and request options are listed below. Once you select an appropriate option, there may be additional questions that will help guide your report to the appropriate City department for resolution.

- **ADA Assisted Collection<sup>+</sup>**
- **Container Left Out**
- **Curb:** Damage • Faded Paint • Illegal Painting
- **Damaged Guardrail**
- **Dead Animal**
- **Dumpster Encroaching on Public Right of Way**
- **Faded Striping**



- **Find My Trash Collection Schedule**
- **Graffiti**
- **Hazmat Appointment<sup>+</sup>**
- **Illegal Dumping\*:** Abandoned Camp • Active Camp • Bulky Items • Other
- **Missed Collection**
- **Over Irrigation**
- **Parking Issue:** 72 Hour Violation • Oversized Vehicle Complaints • Parking Zone Violation
- **Passport Appointment<sup>+</sup>**

\*Illegal Dumping is for items illegally placed in areas not intended for trash. Please do your part to pick up smaller trash items in your neighborhood.

<sup>+</sup>Listed under **"MORE +"** in the mobile app.

- **Pothole**
- **Scavenging of Blue Recycling or Black Trash Containers**
- **Sidewalk Repair**
- **Storm Drain:** Channel Cleaning • Clogged Storm Drain • Foul Odor • Grate Frame Broken or Missing • Object in Drain
- **Storm Water - Illegal Discharge**
- **Street Flooded**
- **Street Light:** Light on During Day • Light Out
- **Street Sweeping**
- **Traffic Sign:** Faded Sign • Knocked Over • Missing Sign • Other



- **Traffic Signal:** All Lights Out • Flashing Red • Light Out • Signal Facing Wrong Direction • Timing
- **Tree Maintenance:** Blocking Street/Sidewalk • Branch/Tree Down • Dead/Unstable • Visibility of Traffic Signs/Signals

Check out more resources...

[View Reports](#)

[View Knowledge Base](#)



**SD** [sandiego.gov/get-it-done](https://sandiego.gov/get-it-done)